

## Complaints

**Our aim is to provide you with a high-quality service at all times, although we do appreciate that there may be instances where you may feel it is necessary to lodge a complaint.**

Please follow the procedure below if you do wish to complain.

Any complaint should be addressed in the first instance to: [mediation@qover.com](mailto:mediation@qover.com)

**QOVER SA Mediation Department**

Rue du Commerce, 31  
1000 Brussels  
Belgium

Phone: +35780070011

If the matter has not been resolved to your satisfaction, you may also write to:

**The Financial Ombudsman of the Republic of Cyprus,**

15 Kipranoros Str.  
1061 Nicosia  
Cyprus

Website: [www.financialombudsman.gov.cy](http://www.financialombudsman.gov.cy)

The complaints handling arrangements above are without prejudice to your right to start judicial proceedings.